

## ASO Transition FAQs

### COMING SOON: Provider Training

Providers need to pay close attention to Provider Alerts, as Optum will be issuing, via the existing provider alert system, the training dates for providers to register in and learn how to use their provider portal for authorization and claims submissions. Optum will conduct provider trainings prior to the transition to their system, which will occur in December 2019. Training dates will be shared as soon as they are available and will be available primarily via webinar. There will also be regional introductions to Optum during the month of December. More information to come.

### Provider Management

1. Where is information about the Maryland Medicaid Behavioral Health Administrative Service Organization (ASO) contract award available?

**Answer:** The Board of Public Works posted information about the award to the new vendor during their July, 2019 meeting. Attached is a link to the video associated with the award: <https://governor.maryland.gov/board-of-public-works-meetings/>

2. What is changing in regards to the ASO transition and what is staying the same?

**Answer:**

**Changes:** All providers must register with Optum through their portal which will be available soon. The Optum system is currently being built and while it will be different from Beacon's system.

**Same:** Regulations, most billing codes, diagnoses covered under the carve out, combination of service rules, etc are at the direction of MDH. These do not change based on the transition to a different ASO. The overall structure of Optum's system, including the provider portal, will be similar.

The registration process (not to be confused with the enrollment process) will make you "known" to the Optum system as an active provider. Existing authorizations will transfer to Optum but providers still need to register in Optum to continue their authorizations and to submit claims for payment. This is also your opportunity to make sure that your primary contact email for your program or office, your enrollment, group affiliation, etc. are up to date. Failure to register in the Optum system will result in a provider not receiving payment.

3. When will training regarding Optum's provider registration process, obtaining authorization, and claims submission become available?

**Answer:** As Optum continues to hire essential staff, Optum will offer provider training, which will be communicated through Beacon's currently existing Provider Alert system as well as posted on the MDH transition link. Webinar will be the primary venue for training though some in person opportunities may also be available. Information that will include key dates for specific provider types will be sent by the end of October.

4. When will training be made available for the Optum OMS platform?

**Answer:** Training information will be conveyed to providers through the Beacon Provider Alert system and on the MDH transition website as soon as it is available.

5. Is registering with Optum the same as signing a contract to participate as a Maryland Medicaid provider?

**Answer:** No. The provider credentialing and enrollment process will remain the same. Maryland reimburses behavioral health services under its fee for service model. This means that participating providers are those that are licensed, certified and qualified to enroll with Medicaid. That process includes a provider agreement and attestation that providers will comply with all relevant COMAR regulations. See COMAR [10.09.36](#) for general provider participation requirements. Registering with Optum will require providers to enter your provider/program information into Optum's provider portal. This registration process "turns on" the actively participating provider and allows providers to obtain authorizations and submit claims payment. Failure to register in the Optum system will result in a provider not receiving payment. Authorization rules apply to all behavioral health services (COMAR [10.09.59.08](#) ).

6. How will the ASO transition affect Substance Use Disorder (SUD) programs?

**Answer:** If you submit for authorizations and claims payment today through Beacon, you will need to register prior to 1/1/2020 with the incoming ASO Optum.

7. Will the email distribution list for Provider Alerts be transferred to Optum during the transition?

**Answer:** The existing provider alert system will continue through Beacon until 12/31/2019. As of 1/1/2020 however, Optum will begin its own system of provider alerts. While there may be a list of emails that comes from Beacon to Optum, it will be necessary for providers / stakeholders, to update their information to ensure they are receiving necessary information that impacts the public behavioral health system. Providers not currently on Beacon Health Options' Provider Alert email distribution list may sign up [here](#). More to come on this in future updates.

## **Billing**

1. Will the transition cause delays in claims processing and payment, particularly those billed through a clearinghouse?

**Answer:** No. Optum will be launching their provider portal which will include options for both clearinghouse, batch files, and direct claims submission. Once overall testing of the system is complete, providers will be able to test their clearinghouse and claims submission. More information from Optum will be forthcoming in November.

2. How and when will claims and authorizations be transferred to the new ASO?

**Answer:** The ASO to ASO (Beacon to Optum) transfer of the current authorizations and claims files have already begun. MDH is coordinating the plan between the vendors to ensure that files are transferred for both history and open/active through the end of the current contract period.

These files will continue to be transferred in updated increments to ensure all open authorizations and open claims are captured prior to go-live.

3. How will uninsured spans be affected by the transition?

**Answer:** Optum has already received and will continue to receive the open authorization file which includes uninsured spans.

4. When will providers be able to conduct claims testing using Optum's system?

**Answer:** Optum will make arrangements for testing batch files and direct claims submission prior to the launch. More information will be available in November, when Optum will send providers information to begin submitting for testing.

5. How will billing procedures be affected by the change in the ASO?

**Answer:** All claims that are currently billed through Beacon Health are to be billed through Optum starting January 1, 2020. Prior to January 1, 2020, Optum will offer provider training regarding the use of their provider portal. The Department will make available information regarding these trainings via the current process of Provider Alerts and will post trainings on this FAQ page.

6. Will all claims submitted to Beacon Health Options be forwarded to Optum directly?

**Answer:** At the point of the transition, a claims file of all submitted, but non-adjudicated claims from Calendar Year 2019 will be forwarded to Optum. MDH is working with both vendors to ensure a final truing up of these claims file post transfer.